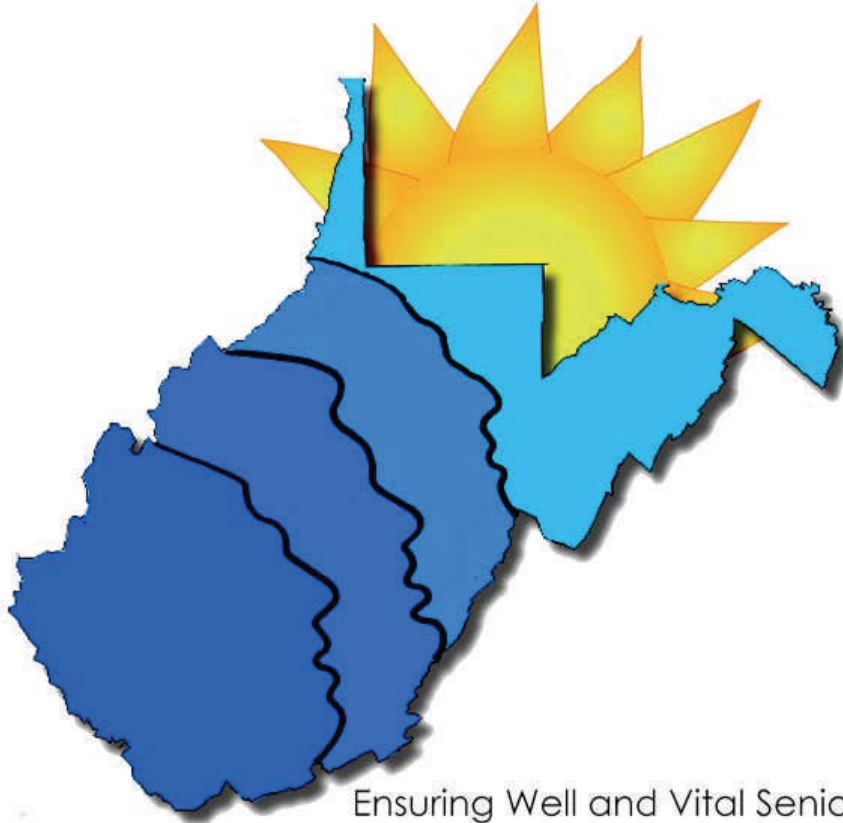


West Virginia  
Bureau of Senior Services



Ensuring Well and Vital Seniors

[www.wseniorservices.gov](http://www.wseniorservices.gov)

# 2010 Annual Report

# WEST VIRGINIA BUREAU OF SENIOR SERVICES

## ANNUAL REPORT 2010

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## **OVERVIEW**

The West Virginia Bureau of Senior Services, located at Charleston Town Center, is the agency within state government that acts as the lead entity for programs serving older West Virginians. A Commissioner, appointed by the Governor, is the chief administrative officer and oversees all program and fiscal operations. In addition to agency staff (see Organizational Chart, Exhibit A), the Bureau has a fifteen-member Advisory Council on Aging (see Exhibit B).

## **MISSION**

To be West Virginia's premier advocate for the provision of in-home and community-based services for the state's seniors and others served by our programs. To be a faithful steward of the federal and state monies entrusted to our care for the provision of services throughout West Virginia.

## HIGHLIGHTS

### **New Initiatives**

#### **Hot/Cold Trucks Presented to County Aging Providers**

In August 2010, the last round of hot/cold meal delivery trucks was presented to 19 West Virginia counties by Governor Joe Manchin and West Virginia Bureau of Senior Services Commissioner Sandra Vanin. This final presentation of meal delivery trucks fulfilled a three-year goal of expanding meal delivery to senior citizens throughout the state. These trucks provide a safe way to deliver up to 200 meals at the correct temperature to seniors who are unable to get to meal sites or prepare hot, nutritious meals for themselves. With these additional trucks, more seniors in all 55 counties will now have access to meal delivery services. The trucks were purchased through grants from the West Virginia Bureau of Senior Services made possible through the table games licensing fees paid by state casinos. Providing meals with these trucks is just one more step in the ongoing effort to increase services to seniors that allow them to remain in their own homes and communities.

#### **VITALS—Hospital Readmission Demonstration Grant**

In September 2009, the West Virginia Bureau of Senior Services was awarded a three-year demonstration grant aimed at reducing unnecessary hospital readmissions for people with certain chronic medical conditions (chronic obstructive pulmonary disease, congestive heart failure and diabetes). The project is called VITALS (Vital Aspects of Life Services). The Bureau developed a guided care model for follow-up after discharge that has been implemented in two pilot hospitals. This guided care model focuses on increasing patient involvement in discharge planning, chronic disease and medication self-management, and access to proper nutrition, specialized follow-up care and in-home care services. Two Aging and Disability Resource Centers are partnering with the County Aging Providers in Berkeley and Raleigh counties to develop a person-centered service coordination plan for VITALS participants for care after discharge that includes home-delivered meals, transportation to specialized follow-up care appointments and in-home care services. The first VITALS participant was admitted in March 2010, and the program had 24 participants by the end of the fiscal year. Based on preliminary results, project participants seem to have a slightly lower hospital readmission rate than non-participants with the same chronic health conditions. The Bureau will receive \$724,791 over the course of three years to implement and continue this project.

#### **West Virginia State Health Insurance Program (SHIP) Website**

The West Virginia SHIP website continues to provide a great service to our Medicare beneficiaries and their families. During the past twelve months, there have been 5,140 visitors to the website, and its pages have received 22,945 hits.

## **Consumer Guide**

The West Virginia Bureau of Senior Services and the West Virginia Health Care Association continued to distribute the *Consumer Guide, Helping Families Make Informed Choices about Care*. This guide offers descriptions and contact information for many of the programs and services available to seniors statewide and covers the whole continuum of care—assistance with transportation and meals, in-home care, assisted living, and nursing facility care. The *Consumer Guide* is available at no charge from the Health Care Association or the Bureau. It is currently being updated, and the new edition will be available in early 2011.

## **Alzheimer's Outreach and Registry Program**

The Alzheimer's Outreach and Registry Program (AORP) is a partnership of the Blanchette Rockefeller Neurosciences Institute; West Virginia Medical Foundation; Alzheimer's Association, West Virginia Chapter; and the West Virginia Bureau of Senior Services. It was made possible through the support of Governor Joe Manchin III and the West Virginia Legislature. The goal of this partnership is to improve diagnosis and treatment for West Virginians with Alzheimer's disease, and support for individuals with Alzheimer's and their caregivers. One component of the project is a two-hour continuing medical education activity, *Alzheimer's Disease Basics for West Virginia Physicians*, which was developed by the partners and presented to physicians and other health care providers in five locations throughout the state.

In addition to the continuing medical education programs, AORP will create and maintain the first ever West Virginia Alzheimer's Disease Registry to collect information on Alzheimer's cases from hospitals, physicians and other caregivers, and create reports—without identifying data—that will allow policymakers and researchers to develop more effective means of dealing with the growing number of Alzheimer's cases in the state. Together, elements of AORP will begin to address the pressing needs of Alzheimer's patients and their caregivers.

## **FAIR/Lighthouse Roundtable**

In September 2010, the West Virginia Bureau of Senior Services hosted a Roundtable meeting of FAIR and Lighthouse Coordinators (state-supported in-home services programs), along with county provider directors. The meeting focused on the FAIR and Lighthouse programs and improvements to both programs to better meet the needs of individuals who qualify for the services they provide. The results of the Roundtable included a Q&A Guide and revised FAIR and Lighthouse manuals.

## **Title IV Model Approaches Grant**

In July of this year West Virginia Senior Legal Aid, Inc. received a Title IV Model Approaches grant from the Administration on Aging to create an improved, efficient, and effective civil legal services system for older West Virginians. The project period is July 1, 2010, through June 30, 2013. The total approved budget for the project period July 1, 2010, through June 30, 2011, is \$138,450.

## Other Highlights

### Advance Care Planning

- In April 2010, the West Virginia Bureau of Senior Services participated in National Health Care Decisions Day, an initiative to encourage patients to express their wishes regarding healthcare and encouraging providers and facilities to respect those wishes. The Bureau provided information and advance directive forms and answered questions regarding end-of-life decision making and completing advance directive forms.
- The Bureau offers three publications free of charge to assist with advance care planning decisions and care: *Advance Directives for Health Care Decision Making in West Virginia*, *Five Wishes*, and *End-of Life: Helping with Comfort and Care*.

### Aging and Disability Resource Centers (ADRCs)

- During the last year, ADRCs assisted 14,910 individuals with their long-term care needs.
- The ADRC website, [www.wvnavigate.org](http://www.wvnavigate.org), has a comprehensive and continually updated resource directory for every county in the state.

### Bureau of Senior Services Website

- The Bureau's website, [www.wvseniorservices.gov](http://www.wvseniorservices.gov) was named the #1 state website by the West Virginia Statewide Internet Group, which recognizes excellence in design, content, and accessibility.
- In addition to general information about aging services in West Virginia, the site includes weekly HIPAA/privacy tips and updates; Hot Topics and upcoming events; and the *Food & Fitness* newsletter, created monthly by the Bureau's Nutrition Consultant.
- During the past twelve months, the website had 34,728 visitors, and its pages received 295,066 hits.

### Conferences and Coalitions

- More than 350 seniors from 34 counties participated in the 2010 Robert W. Jackson Senior Conference at Cedar Lakes in Ripley.
- The 2010 Silver Haired Legislature assembled in Charleston on October 26, 2010. At the conclusion of the conference, thirteen position papers were drafted and presented to the membership. Ten were adopted and are available on the Bureau's website.

### Family Alzheimer's In-Home Respite (FAIR)



In 2010, FAIR provided 189,805 hours of service to 1,592 caregivers and individuals with Alzheimer's disease and related dementias.



### **Legislative Initiative for the Elderly (LIFE) Programs**

- Each county receives state funding to expand and enhance Older Americans Act programs.
- This year, 22,278 individuals received 397,096 hours of LIFE services.

### **Lighthouse Program**

- More than 2,600 seniors were served this past year through the Lighthouse Program, receiving over 514,000 hours of service.
- The Lighthouse manual is being revised and will be effective January 2011.

### **Meals and Nutrition**

- In the past year, 32,976 West Virginia seniors received 2.3 million meals, either in their homes or at county nutrition sites.
- Multiple county senior centers received nutrition training from the Bureau's Nutrition Consultant. Training consisted of menu planning, meal analysis, and compliance with Older Americans Act Title III guidelines for senior center staff. Meal preparation and healthy eating classes were also offered to participating seniors.
- Presentations on alternate sources of protein were also given at the Robert W. Jackson Senior Conference in May 2010.

### **Medicaid Programs**

- In the last twelve months, 6,876 Personal Care Program members were provided in-home, hands-on, medically necessary services.
- The Medicaid Aged and Disabled Waiver (ADW) Program, which offers the same level of care provided in a nursing facility, served 5,950 members in the past year.
- The Personal Options Program continues to serve more than 400 participants.
- The West Virginia Transition Initiative, which coordinates services to enable nursing home residents to return to their communities to live, served 28 individuals last year.

### **WV SHIP Statewide Toll-Free Number**

Medicare counselors are located at six different Aging and Disability Resource Centers statewide. These counselors assist clients who call the Bureau's toll-free number (877-987-4463). WV SHIP has a total of 95 counselors statewide, most of whom are local counselors located within the county aging programs.

### **Older Americans Act Programs**

- In the past year, 46,368 West Virginians were served through Older Americans Act programs, including nutrition, transportation, and chore and homemaker services.
- Caregiver support services were provided to 1,859 families who care for older loved ones.

### **Senior Community Service Employment Program**

- Enrollees in the program provided 155,959.75 hours of support to a variety of non-profit organizations.
- Unsubsidized employment was secured for 32 enrollees.

### **Wellness Programs**

- The Bureau partnered with the West Virginia Bureau for Public Health to apply for the American Recovery & Reinvestment Act grant.
- A staff member conducted two leader trainings to provide the evidence-based program “Chronic Disease Self Management” as developed by Stanford University.
- The evidence-based physical activity program —“Enhanced Fitness” was delivered with success at the Dunbar Nutrition Site.
- The Arthritis Foundation Exercise Program was provided at the Dunbar Shawnee Nutrition Site and Quarry Manor Assisted Living facility.

### **West Virginia Senior Farmer’s Market Program**

- Working in conjunction with the West Virginia Department of Agriculture, the Bureau coordinated the distribution of Farmer’s Market coupons to seniors aged 60 and older. A total of 23,630 voucher booklets were distributed to seniors throughout the state beginning July 1, 2010. The coupons could be exchanged for garden seeds, fruits, vegetables, and other fresh market items.

### **West Virginia Long-Term Care Ombudsman Program**

- The Ombudsman Program conducted 987 monitoring visits in 270 long-term care residential facilities.
- Ombudsmen investigated 980 complaints made by or on behalf of long-term care residents. More than seventy percent of verified complaints were resolved to the satisfaction of the resident and/or complainant.
- The ombudsmen also worked with resident councils 272 times; participated in 20 community education sessions; conducted 76 trainings for facility staff on topics including resident rights and dealing with abuse and abuse reporting; and provided more than 1,400 telephone consultations to individuals in the community and facility staff.

### **Workshops and Trainings**

The Bureau offers workshops and trainings throughout the state to meet the needs of seniors, family caregivers, health care providers, and the public.

Presentations in 2010 included:

- Hope in the World of Alzheimer’s
- Nothing Ever Prepared Me to Be a Caregiver
- Partnering with Your Aging and Disability Resource Center
- Practical Tips for a Brain-Healthy Lifestyle
- Understanding the Lighthouse Program
- Understanding Medicare

- What Does Your Billboard Say? (a non-verbal communication workshop)
- Are You Fit for Aging? (senior health issues)
- How Old are You? (seniors in the workforce)
- Collaboration Among Aging Providers

## OLDER AMERICANS ACT PROGRAMS

### Overview

The Older Americans Act (OAA) is among the most important contributions of aging legislation ever enacted by Congress; its goal is to provide the framework for the administration of services for Americans age 60 and older, and to provide support to families who care for older individuals. As the West Virginia State Unit on Aging, the Bureau of Senior Services is designated to administer the OAA. As required by the OAA, area agencies on aging throughout the state are designated (see Exhibit C); they provide short- and long-range planning, act as advocates on behalf of the regions' elderly, and provide monitoring and assistance to the county aging providers (senior centers - Exhibit D). Funds are allocated by a federally mandated formula to the area agencies on aging. These funds are then distributed to the state's county aging programs. This year, nearly 50,000 West Virginians were served with OAA funding. There is no charge to seniors or their families for OAA services, although contributions are encouraged.

The direct provision of services to seniors is made possible by the efforts of a variety of local organizations that operate senior centers in all 55 counties. Locally constituted boards govern these nonprofit organizations. See Exhibit D for a list of West Virginia's county aging programs. The mission of the Bureau could not be accomplished without the work of the area agencies on aging and the local service providers.

### Older Americans Act Programs

#### Caregiver Support

Family Caregiver Support Services were provided to 1,859 families who care for older individuals.

#### Legal Assistance ([www.seniorlegalaid.org](http://www.seniorlegalaid.org))



Legal services are available to West Virginians age 60 and over through a contract with West Virginia Senior Legal Aid, Inc. (WVSLA). WVSLA targets homebound, disabled, rural, minority, LGBT, and low-income seniors statewide. This year, WVSLA served a total of 607 seniors across all 55 counties, providing 1,442 hours of legal assistance, including 381 hours of pro bono case services from private attorneys in 58 cases across 28 counties. WVSLA's client access points include a toll-free number (800-229-5068); their website, [www.seniorlegalaid.org](http://www.seniorlegalaid.org); and outreach visits to individual county senior centers. WVSLA delivered substantive elderlaw and issue-spotting trainings and case consultation to legal, aging, and disability advocacy organizations and networks throughout the state, such as the ADRC

and SHIP programs. This year WVSLA completely rebuilt its website and published the 12th edition of its manual, *Legal Questions Frequently Asked by West Virginia Seniors*, both in hardcopy and on its website. WVSLA continued to publish occasional news posts on its Aging and Law in West Virginia blog at [www.seniorlegalaid.blogspot.com](http://www.seniorlegalaid.blogspot.com), and published four issues of the quarterly West Virginia Aging and Law News in collaboration with the West Virginia Regional Long-term Care Ombudsman program. WVSLA provided legal information to more than 210 workshop participants this year on topics including mental capacity and legal decision-making, Medicaid and Medicare, dealing with debt, preserving autonomy through proactive legal planning, myths and realities of paying for long-term care, and tenants' rights.

### **Long-Term Care Ombudsman Program**



The Long-Term Care Ombudsman Program advocates for residents of long-term care facilities—nursing homes, assisted living residences, legally unlicensed homes, and similar care homes. The mission of the ombudsman program is to enhance the quality of life, improve the level of care, protect the individual rights, and promote the dignity of each long-term care resident. This often involves educating residents, their families and/or legal representatives, and providers about residents' rights.

The Ombudsman Program operates statewide in nine separate regions, each containing a paid regional ombudsman and, in some instances, one or more volunteers. Program staff also includes the state ombudsman, the regional program director/volunteer coordinator, and an attorney.

### **Nutrition**

Congregate meals are served in senior centers and their satellite sites to seniors who are able to leave their homes. These meals meet federally mandated nutrition requirements, and the centers offer an opportunity for seniors to socialize. Home-delivered meals, which also meet nutrition requirements, are delivered directly to homebound seniors. This year, West Virginia's aging network served approximately 2.3 million congregate and home-delivered meals to 32,976 seniors.

### **Senior Community Service Employment Program (SCSEP)**



The SCSEP is a training program that provides older West Virginians with the needed skills to obtain employment. Targeting those age 55 and older who live at or below 125% of poverty, the SCSEP places seniors at nonprofit organizations for up to 24 months, where they acquire on-the-job skills that will enable them to find gainful employment. The Bureau administers the SCSEP via a contract with the U.S. Department of Labor, and services are provided in 13 counties. The remaining West Virginia counties participate in the SCSEP through either the National Council on Aging or Experience Works.

During the past year, Preston County Senior Citizens and Wyoming County Council on Aging provided support to 185 people, with 28 achieving unsubsidized employment. During enrollees' on-the-job training they provided 81,595.5 hours to general community service groups, with an additional 58,893.25 hours to senior specific groups.

As part of the President's American Recovery and Reinvestment Act (ARRA), the Bureau's SCSEP received funding to temporarily expand the number of enrollees by 22.

Preston County Senior Citizens and Wyoming County Council on Aging provided support to 49 people, with two achieving unsubsidized employment. During enrollees' on-the-job training, they provided 10,050.25 hours to general community service groups, with an additional 15,471.00 hours to senior specific groups.

### **Supportive Services**

Local aging providers (county senior centers) offer a variety of supportive services, including transportation for seniors to access senior centers, grocery stores, doctors, and pharmacies. Other services may include health screenings, exercise programs, and information and referral. For seniors who are homebound, the aging providers offer chore and housekeeping services, assistance with shopping, and telephoning/visiting assurance programs.

## OTHER PROGRAMS AND GRANTS

### West Virginia Aging and Disability Resource Centers



West Virginia's Aging and Disability Resource Centers (ADRCs) are "one-stop shops" where people can turn to access unbiased, reliable information regarding long-term care services and support options available across the state. Consumers receive a comprehensive needs assessment that helps determine which services best suit their individual long-term care needs. ADRCs also assist consumers in applying for long-term care services and benefits. In FY10, ADRCs assisted 14,910 individuals with their long-term care needs. Currently, there are ten ADRCs operated by the state's four area agencies on aging. ADRCs are state funded through the Bureau of Senior Services. The ADRCs have a statewide toll-free number (866-987-2372) and a website that contains a comprehensive resource directory for every county ([www.wvnavigate.org](http://www.wvnavigate.org)). See Exhibit E for a map of Aging and Disability Resource Centers.

### Advance Care Planning Assistance

To make informed decisions about end-of-life care, individuals and families need to have access to and understand information relevant to those decisions. Patients should be encouraged to reflect on their own personal goals, values, and beliefs as they make care decisions, and they should discuss those decisions with family members. The Bureau continues to make



the following information available free of charge to all who request it to assist with advance care planning and end-of-life decision making and care:

- **Advance Directives for Health Care Decision-Making in West Virginia**

answers questions about end-of-life decisions and contains the advance directives recognized by West Virginia law to implement those decisions— Medical Power of Attorney, Living Will, and the Combined Medical Power of Attorney/Living Will. This publication is also downloadable on the West Virginia Center for End-of-Life Care website, [www.wvendoflife.org](http://www.wvendoflife.org).

- **Five Wishes**, a product of Aging with Dignity, is a living will that allows individuals to determine how they would wish to be treated if they were seriously ill, including choices related to spiritual, personal, and emotional needs, as well as medical wishes. It is valid under the law in forty states, including West Virginia.

- **End-of-Life: Helping with Comfort and Care**, from the National Institute on Aging, covers issues and decisions that a caregiver might face when a loved one is near the end of life. This booklet does not replace specific advice from the doctor, but it can help make sense of what is happening, give the family a framework for making care decisions, and help to ensure that end-of-life treatment and care are consistent with a loved one's wishes.

Additionally, the Bureau now has an advance care planning facilitator who can assist patients and families in understanding difficult and challenging end-of-life decisions.

### **Family Alzheimer's In-Home Respite (FAIR)**



Family Alzheimer's In-Home Respite (FAIR) is a state-funded program available in all 55 West Virginia counties. FAIR provides up to sixteen hours of respite per week for caregivers of individuals with Alzheimer's disease or a related dementia, based on need and availability of hours and staff. Trained workers from each county aging provider give caregivers a much needed break and, at the same time, offer stimulation and socialization to individuals with dementia. Payment for FAIR is on a sliding scale, based on the income of the care recipient. In 2010, FAIR provided 189,805 hours of service to 1,592 caregivers and persons with Alzheimer's disease and related dementias. Onsite monitoring of FAIR is ongoing to ensure that the program is effectively serving as many families as possible statewide.

### **Legislative Initiative for the Elderly (LIFE)**

LIFE is funded by the State Legislature through lottery funds. Services delivered with these funds are modeled after those provided by the Older Americans Act, with each county aging provider receiving funds to be used to expand and enhance those services. This year, 22,278 individuals received 397,096 hours of LIFE services.

### **Lighthouse Program**



The Lighthouse Program is a personal care service designed to assist seniors who have functional needs in their homes and do not qualify for any Medicaid in-home care programs. Services are provided by a trained caregiver who is employed by the county aging provider. This unique program is funded entirely by the state of West Virginia, and clients pay for services based upon their monthly income. A client can receive up to 60 hours of service each month, including personal care, nutrition, help with mobility, and environmental tasks. To participate in the program, an individual must be at least 60 years old and meet the functional eligibility criteria established by the Bureau, as determined by the aging provider's registered nurse. This program began July 2007 as a result of legislation that was introduced by Governor Joe Manchin and passed by the 78<sup>th</sup> Legislature. In this third year of the Lighthouse Program, more than 2,600 seniors were served, receiving over 514,000 hours of service.



### **Medicaid Aged & Disabled Waiver (ADW) Program**

The Bureau of Senior Services conducts the day-to-day operational administration and monitoring of the Medicaid ADW Program, which is available in all 55 counties and provides in-home health care for eligible members. The program served 5,950 members in FY 2010. To be eligible for the ADW, individuals must be eighteen years of age or older and residents of West Virginia, they must require the same level of care provided in a nursing facility as determined by a comprehensive medical assessment, and their services cannot exceed the average cost of nursing home care. ADW members can choose to receive their services—case management, homemaker, transportation, and RN assessment—from an agency, or they can choose Personal Options (see below). Registered nurses at the Bureau provide full-time programmatic monitoring to assure quality services and to meet federal and state regulations.

### **Medicaid Personal Care**

The Medicaid Personal Care Program provides services in the home or in the workplace to members who are certified as requiring these services by a physician. In FY 2010, 6,876 Personal Care members were provided in-home, hands-on, medically necessary activities, such as dressing, personal hygiene, feeding, assistance with self-administration of medications, and meal preparation. Other services include environmental support and assistance outside the home to help obtain/retain competitive employment of at least 40 hours per month. Registered nurses at the Bureau provide full-time programmatic monitoring to assure quality services and to meet federal and state regulations.

### **Medicaid Personal Options**

Through a grant from the Robert Wood Johnson Foundation that began in 2004, the Bureau, in cooperation with the West Virginia Bureau for Medical Services, developed a consumer-directed —“Cash & Counseling” component in the Medicaid Aged and Disabled Waiver Program, offering participants an additional service model to choose from (i.e., participants can choose to be served by a traditional service provider agency, or they can elect to hire their workers directly). Enrollment for the program, entitled Personal Options, began in May 2007. In FY 2010, 463 ADW members chose to self-direct their services through this program option.

### **Wellness Programs**



The Bureau collaborates with the West Virginia Bureau for Public Health in their senior health promotion activities, such as the Mountains of Hope Comprehensive Cancer Coalition, the West Virginia Asthma Coalition, and the Osteoporosis/ Arthritis Advisory Council. The Bureau also partners with West Virginia University to provide —“Enhanced Fitness,” an evidence-based program, for seniors in eight counties and with the West Virginia University Nutrition Network to provide —“Pick A Better Snack” resources to older adults.

**West Virginia State Health Insurance Program (SHIP) ([www.wvship.org](http://www.wvship.org))**



West Virginia SHIP is administered by the Bureau through a grant from the Centers for Medicare & Medicaid Services and serves West Virginians receiving Medicare. The program provides assistance to beneficiaries by providing one-on-one in-person counseling and via telephone. SHIP also provides educational group presentations and uses media resources for outreach. Information is provided to beneficiaries, their families, and caregivers on a variety of Medicare topics, including assistance with prescription medications, preventative services, Medigap policies, and Medicare Savings Programs. The SHIP statewide toll-free number (877-987-4463) is answered by trained counselors located within the Aging and Disability Resource Centers throughout the state. Additionally, counselors are located in most county aging centers. SHIP counselors also provide assistance in applying for programs to help with Medicare premiums and co-pays. In the past year, SHIP has served has 19,333 Medicare beneficiary contacts and has provided over 1,750 public media events statewide.

**West Virginia Transition Initiative**

The West Virginia Transition Initiative, based on the federal —Money Follows the Person” Medicaid rebalancing grant, has been operational since 2007. The purpose of the initiative is to coordinate services, resources, and providers, thereby enabling nursing home residents to return to their communities to live. Working in partnership with the Olmstead Office, the Initiative served 38 individuals this past year.

## **SPECIAL EVENTS**

### **Robert W. Jackson Senior Conference**

The annual Robert W. Jackson Senior Conference was held May 26–28, 2010, at Cedar Lakes Conference Center in Ripley. More than 350 seniors from 34 counties participated in a variety of workshops and health and recreational activities that reflected the theme, “Age Strong! Live Long!”

### **Twenty-Ninth Silver Haired Legislature**

The 29<sup>th</sup> session of the West Virginia Silver Haired Legislature was opened by Governor Joe Manchin at the General Session on October 26, 2010, at the Charleston House Holiday Inn. Following one and one-half days of listening to expert testimony and writing position papers, the session concluded at the House Chamber on October 28. Thirteen Position Papers were presented to the membership; ten papers were adopted and are available on the Bureau’s website.

## **FUNDING**

### **Financial Sources**

The Bureau receives funding from five sources under the agency's budget:

- Lottery appropriations amounted to \$57 million, of which \$32.5 million was transferred to the Department of Health and Human Resources to match Medicaid funding for services to seniors;
- General revenue appropriations of \$2.6 million, of which \$2.5 million was transferred to the Department of Health and Human Resources to match Medicaid funding for services to seniors;
- License fee appropriations from casino license fees in the amount of \$7.8 million;
- Federal Appropriations in the amount of \$12.7 million; and
- Special Revenue allotments totaling \$1.4 million.

Exhibits G and H illustrate the Bureau's actual fiscal year 2010 expenditures by program and funding source. Also included in these figures is funding re-appropriated from prior fiscal years.

### **Senior Centers**

In fiscal year 2010, \$2.5 million in lottery funds were appropriated for senior centers and their programs. There were 103 grants designated by the legislature. Those funds not used for senior center repair and renovation were used to support other programs, such as family caregiver support, congregate and home-delivered meals, transportation, in-home care, prescription assistance, and senior center operations.

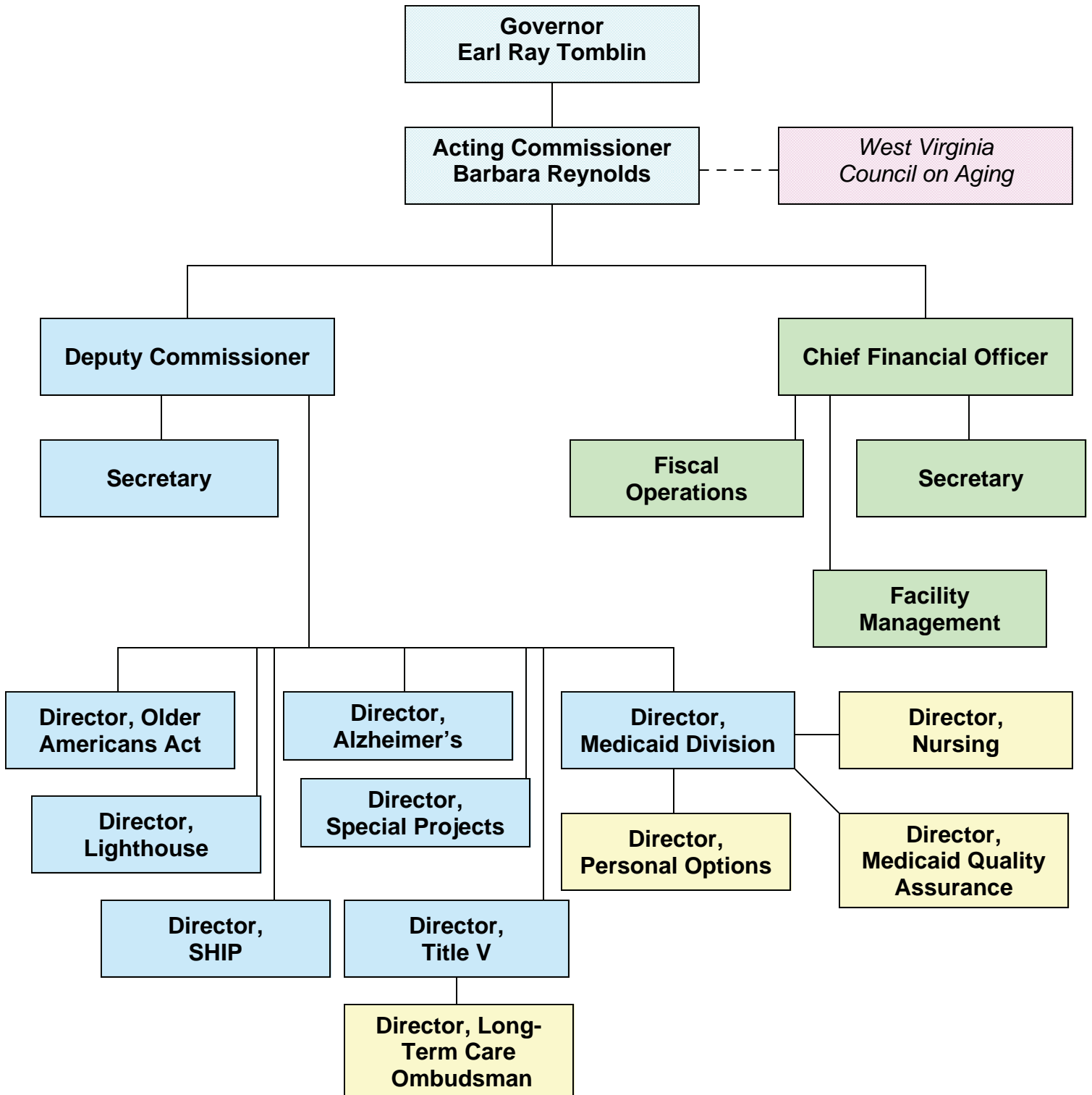
## COLLABORATIONS & PARTNERSHIPS

- AARP Foundation
- AARP West Virginia
- Alzheimer's Association, West Virginia Chapter
- Blanchette Rockefeller Neurosciences Institute
- Mission West Virginia, Relatives as Parents Program
- National Arthritis Foundation
- National Association of State United for Aging and Disabilities
- Nursing Home Advisory Committee
- Public Partnerships, LLC
- State Health Education Council
- Statewide Independent Living Council
- West Virginia A Vision Shared – Long-Term Health Care Team
- West Virginia Asthma Coalition
- West Virginia Attorney General's Office
- West Virginia Bureau for Public Health, Osteoporosis Prevention Education Program
- West Virginia Center for End-of-Life Care
- West Virginia Commission for the Deaf & Hard of Hearing
- West Virginia Comprehensive Cancer Control Coalition
- West Virginia Cost Management Council
- West Virginia Department of Agriculture, Senior Farmer's Market Nutrition Program
- West Virginia Developmental Disabilities Council
- West Virginia Directors of Senior and Community Services
- West Virginia Federation of the Blind
- West Virginia Geriatric Education Center
- West Virginia Health Care Association
- West Virginia Lottery Commission
- West Virginia Medical Foundation
- West Virginia Medical Institute, Quality Improvement Steering Committee
- West Virginia Primary Care Association
- West Virginia Rural Health Aging Network
- West Virginia Suicide Prevention Council
- West Virginia University Center for Excellence in Disabilities
- West Virginia University Summer Institute on Aging Steering Committee
- West Virginia Workforce Investment Council

## **EXHIBITS**

- Exhibit A: Bureau of Senior Services Organizational Chart
- Exhibit B: Bureau of Senior Services Advisory Council on Aging
- Exhibit C: Area Agencies on Aging
- Exhibit D: County Aging Providers
- Exhibit E: West Virginia Aging and Disability Resource Centers
- Exhibit F: Bureau of Senior Services Expenditures by Program
- Exhibit G: Bureau of Senior Services Expenditures by Funding Source

### West Virginia Bureau of Senior Services Organizational Chart



**WEST VIRGINIA BUREAU OF SENIOR SERVICES  
ADVISORY COUNCIL ON AGING**

**CITIZEN  
REPRESENTATIVES**

Honorable Mary Jo Sharp, Chair  
Lewisburg, West Virginia

Honorable Louie D. LeRoy  
Clarksburg, West Virginia

Honorable Elsie Sims, Secretary  
Bluefield, West Virginia

Honorable Raymond Morgan  
Fairmont, West Virginia

Honorable Earl F. Jarvis  
Logan, West Virginia

Honorable Manuel J. Viola  
Wheeling, West Virginia

Honorable Dotty L. Kellison  
Marlinton, West Virginia

Honorable Kathy Chandler  
Pinch, West Virginia

**GOVERNMENT  
REPRESENTATIVES**

Honorable Deborah Lovely, Director  
Division of Rehabilitation Services  
Department of Education and the Arts

Colonel Timothy S. Pack, Superintendent  
West Virginia State Police

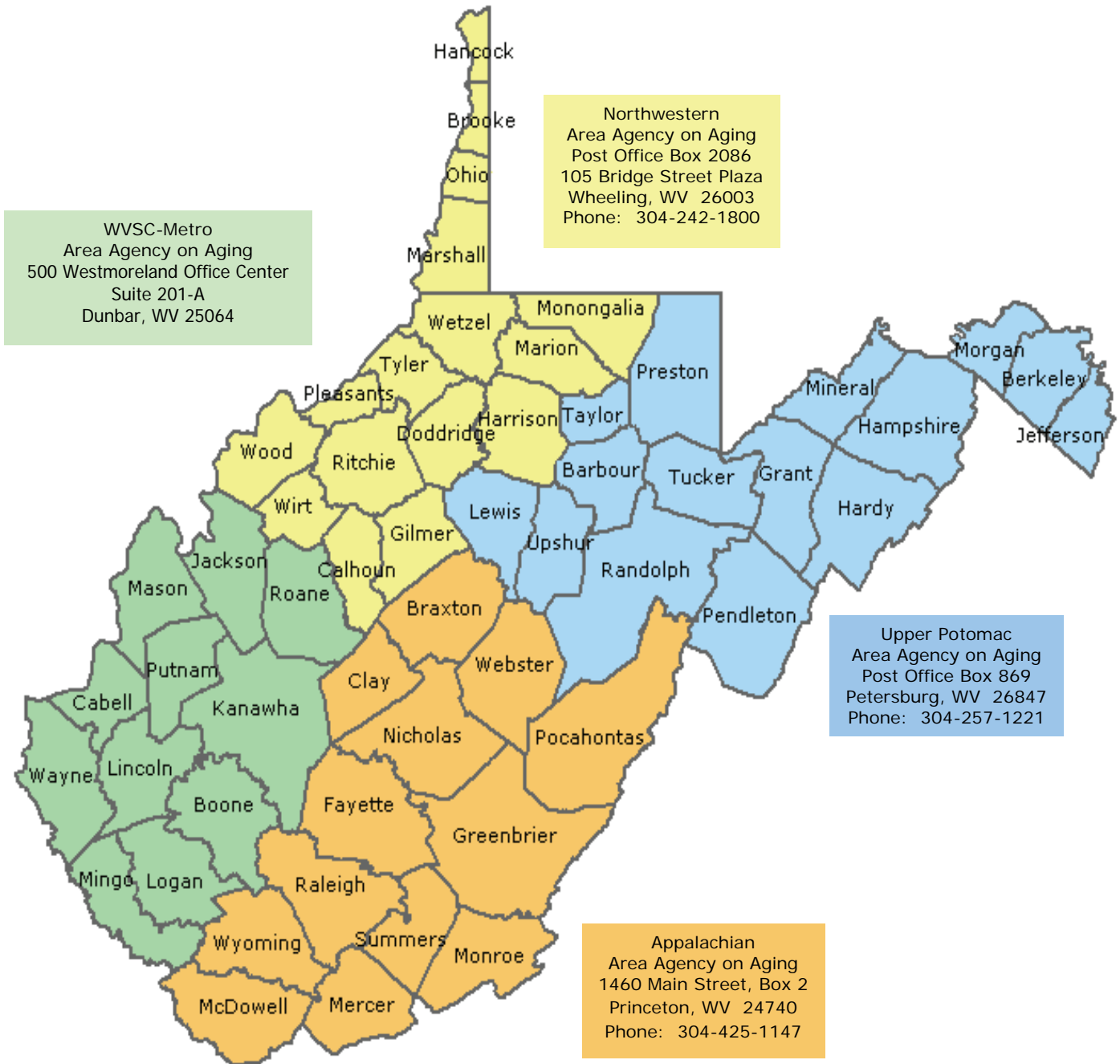
Honorable Michael Lewis, Secretary  
Department of Health and Human Resources

Honorable Chris Curtis, Acting Commissioner  
Bureau for Public Health  
Department of Health and Human Resources

Honorable Nancy Atkins, Commissioner  
Bureau for Medical Services  
Department of Health and Human Resources



### AREA AGENCIES ON AGING



## WEST VIRGINIA BUREAU OF SENIOR SERVICES COUNTY AGING PROVIDERS

**Barbour** County Senior Center, Inc.  
PO Box 146 (101 Church Street)  
Philippi, WV 26416  
Telephone: 304-457-4545  
Fax: 304-457-2017  
Email: bcsc@bcnetmail.org  
Website: www.bcscwv.org  
Brenda Wilmoth, Director

**Berkeley** Senior Services  
217 North High Street  
Martinsburg, WV 25401  
Telephone: 304-263-8873  
Fax: 304-263-6598  
Email: bssdir@berkeleyseniorservices.org  
Website: www.berkeleyseniorservices.org  
Linda Holtzapple, Director

Bi-County Nutrition (**Doddridge** and **Harrison**  
nutrition)  
416 1/2 Ohio Avenue  
Nutter Fort, WV 26301  
Telephone: 304-622-4075  
Fax: 304-622-4675  
Email: bicountyseniors@yahoo.com  
Wanda Carrico, Director

**Boone** County Community Organization  
PO Box 247 (347 Kenmore Drive, Suite 1-A)  
Madison, WV 25130  
Telephone: 304-949-3673; 304-369-0451  
Fax: 304-949-3673  
Email: bcco.jeaster@suddenlinkmail.com  
Judy Easter, Director

**Braxton** County Senior Citizens Center, Inc.  
33 Senior Center Drive  
Sutton, WV 26601  
Telephone: 304-765-4090; 304-765-4091;  
304-765-4092; 888-654-9321  
Fax: 304-765-4095  
Email: dirbcsc@frontier.com  
Mary Chapman, Director

**Brooke** County Committee on Aging  
(also nutrition provider for **Hancock**)  
948 Main Street  
Follansbee, WV 26037  
Telephone: 304-527-3410  
Fax: 304-527-4278  
Email: brookejoy@aol.com  
Joy Crawford, Director

**Cabell** County Community Services  
Organization, Inc.  
724 10th Avenue  
Huntington, WV 25701  
Telephone: 304-529-4952  
Fax: 304-525-2061  
Email: cccsoinc@cccso.com  
Website: www.cccso.com  
Robert E. Roswall, Director

**Calhoun** County Committee on Aging, Inc.  
PO Box 434 (#3 Market Street)  
Grantsville, WV 26147  
Telephone: 304-354-7822; 304-354-7017  
Fax: 304-354-6859  
Email: michaelritchie@hotmail.com  
Mike Ritchie, Director

**Clay** County Development Corp. (IIIB only,  
no nutrition)  
PO Box 455 (174 Main Street)  
Clay, WV 25043  
Telephone: 304-587-2468  
Fax: 304-587-2856  
Email: claycountyseniorcenter@hotmail.com  
Website: www.claycountyseniorcenter.com  
Pamela Taylor, Director

**Doddridge** County Senior Citizens, Inc.  
(IIIB only, no nutrition)  
PO Box 432 (403 West Main Street)  
West Union, WV 26456  
Telephone: 304-873-2061  
Fax: 304-873-1769  
Email: dcsoffice@gmail.com  
Marvin "Smokey" Travis, Director

**Fayette** County Office (administered by Putnam Aging Services)  
PO Box 770 (108 Lewis Street)  
Oak Hill, WV 25901  
Telephone: 304-465-8484  
Fax: 304-465-8607  
Email: jszamiela@yahoo.com  
Janet Zamiela, Director

Council of Senior Citizens of **Gilmer** County, Inc.  
720 North Lewis Street  
Glennville, WV 26351  
Telephone: 304-462-5761  
Fax: 304-462-8239  
Email: gilmerseniors@yahoo.com  
Sallie Mathess, Director

**Grant** County Commission on Aging  
111 Virginia Avenue  
Petersburg, WV 26847  
Telephone: 304-257-1666  
Fax: 304-257-9145  
Email: gccoafs@frontier.com  
Website: www.grantcountycoa.com  
Darlene Keplinger, Director

**Greenbrier** County Committee on Aging  
PO Box 556 (1003 Greenbrier Street)  
Rupert, WV 25984  
Telephone: 304-392-5138  
Fax: 304-392-5969  
Email: gcca@suddenlinkmail.com  
John Wyman, Director

**Hampshire** County Committee on Aging  
PO Box 41 (School St. & Birch Lane)  
Romney, WV 26757  
Telephone: 304-822-4097 (TDD); 304-822-4030;  
304-822-4499  
Fax: 304-822-7322  
Email: aginginhamp@hardynet.com  
Website: www.aginginhampshire.us  
Sandra Viselli, Director

Committee for **Hancock** County Senior Citizens  
(IIIB only, no nutrition)  
PO Box 1284 (647 Gas Valley Road )  
New Cumberland, WV 26047-1284  
Telephone: 304-564-3801  
Fax: 304-387-2693  
Email: emknabenshue@hancocksrsvs.org  
Website: www.hancocksrsvs.org  
Mark Knabenshue, Director

**Hardy** County Committee on Aging  
PO Box 632 (409 Spring Avenue)  
Moorefield, WV 26836  
Telephone: 304-530-2256; 800-538-2256  
Fax: 304-530-6989  
Email: hcco1@hardynet.com  
Phyllis Helmick, Director

**Harrison** County Senior Citizens, Inc. (IIIB only, no nutrition)  
500 West Main Street  
Clarksburg, WV 26301  
Telephone: 304-623-6795  
Fax: 304-623-6798  
Email: hcsc@clarksburg.com  
Website: http://members.iolinc.net/seniorcenter/  
Cindy Freeman, Director

**Jackson** County Commission on Aging, Inc.  
PO Box 617 (121 So. Court Street)  
Ripley, WV 25271  
Telephone: 304-372-2406  
Fax: 304-372-9243  
Email: jccoawv@hotmail.com  
Website: www.jccoawv.org  
Gerry Dunbar, Director

**Jefferson** County Council on Aging  
103 West 5th Street  
Ranson, WV 25438  
Telephone: 304-725-4044  
Fax: 304-725-9500  
Email: jccoapayables@frontiernet.net  
Amy Wellman, Acting Director

**Kanawha** Valley Senior Services  
(IIIB only, no nutrition)  
2428 Kanawha Boulevard, East  
Charleston, WV 25311  
Telephone: 304-348-0707  
Fax: 304-348-6432  
Email: smcclanahan@kvss.org  
Website: www.kvss.org  
Scott McClanahan, Director

**Lewis** County Senior Citizens Center, Inc.  
171 West 2nd Street  
Weston, WV 26452  
Telephone: 304-269-5738, 1-800-695-4594  
Fax: 304-269-7329  
Email: dinahlynnmills@aol.com  
Website: www.lcseniorcenter.org  
Dinah Mills, Director

**Lincoln** County Opportunity Co., Inc.  
360 Main Street  
Hamlin, WV 25523  
Telephone: 304-824-3448  
Fax: 304-824-7662  
Email: lcoc@zoominternet.net  
Website: www.lincolncountyopportunity.com  
Alice Tomblin, Director

PRIDE in **Logan** County, Inc.  
PO Box 1346 (699 Stratton St.)  
Logan, WV 25601  
Telephone: 304-752-6868  
Fax: 304-752-1047  
Website: www.prideinlogan.com  
Email: vicky@prideinlogan.com  
Vicky Browning, Aging Program Director  
Email: reggie@prideinlogan.com  
Reggie Jones, Executive Director

**Marion** County Senior Citizens, Inc.  
105 Maplewood Drive  
Fairmont, WV 26554  
Telephone: 304-366-8779; 304-366-3186  
Fax: 304-366-3186  
Email: debbie@marionseniors.org  
Website: www.marionseniors.org  
Debbie Harvey, Director

**Marshall** County Committee on Aging  
(IIIB only, no nutrition)  
805 5th Street  
Moundsville, WV 26041  
Telephone: 304-845-8200  
Fax: 304-845-8239  
Email: jhoward@wvdsi.net  
Website: www.mcseniorcenter.com  
Joyce Howard, Director

**Mason** County Action Group, Inc.  
101 2nd Street  
Point Pleasant, WV 25550  
Telephone: 304-675-2369  
Fax: 304-675-2069  
Email: masonseniors@aol.com  
Website: www.masonseniors.com  
Renae Riffle, Executive Director

**McDowell** County Commission on Aging  
725 Stewart Street  
Welch, WV 24801  
Telephone: 304-436-6588  
Fax: 304-436-2006  
Email: mcoa@citlink.net  
Lisa Sanderson, Interim Director

CASE Commission on Aging  
(**Mercer** IIIB only, no nutrition)  
PO Box 1507 - 600 Trent Street  
Princeton, WV 24740  
Telephone: 304-425-7111  
Fax: 304-487-8801  
Email: swolfe@casewv.org  
Sandy Wolfe, Director

**Mercer** Community Action of South Eastern WV  
(CASE) (nutrition only)  
307 Federal Street, Suite 323  
Bluefield, WV 24701  
Telephone: 304-324-8397; 304-323-2365  
Fax: 304-327-6683  
Email: ohubbard@casewv.org  
Website: www.casewv.org  
Oraetta Hubbard, Director

Aging and Family Services of **Mineral** County, Inc.  
1 South Main Street  
Keyser, WV 26726-3127  
Telephone: 304-788-5467  
Fax: 304-788-6363  
Email: smallery@wvaging.com  
Website: www.wvaging.com  
R. Scott Mallery, Director

Coalfield Community Action Partnership, Inc.  
(**Mingo**)  
PO Box 1406 (815 Alderson Street)  
Williamson, WV 25661  
Telephone: 304-235-1701  
Fax: 304-235-1706  
Email: tsalmons@coalfieldcap.org  
Tim Salmons, Director

Senior **Monongalians**, Inc.  
PO Box 653  
(5000 Greenbag Road, Suite 7, Mountaineer Mall)  
Morgantown, WV 26507-0653  
Telephone: 304-296-9812  
Fax: 304-296-3917  
Email: brobinson@seniormons.org  
Website: www.seniormons.org  
Betsy Robinson, Director

**Monroe** County Council on Aging  
PO Box 149 (Route 219)  
Lindside, WV 24951  
Telephone: 304-753-4384  
Fax: 304-753-9886  
Email: mcco24951@yahoo.com  
Mike Will, Director

Senior Life Services of **Morgan** County  
187 South Green Street, Suite 5  
Berkeley Springs, WV 25411  
Telephone: 304-258-3096  
Fax: 304-258-3190  
Email: slsmc1@hotmail.com  
Website: www.slsmc.org  
Joel Tuttle, Director

**Nicholas** Community Action Partnership, Inc.  
1205 Broad Street  
Summersville, WV 26651  
Telephone: 304-872-1162  
Fax: 304-872-5796  
Email: djarroll@hotmail.com  
Dave Jarroll, Director

Family Service - Upper **Ohio** Valley  
(also nutrition in **Marshall** and **Wetzel**)  
51 11th Street  
Wheeling, WV 26003  
Telephone: 304-232-6730; 1-800-631-1954  
Fax: 304-233-7237  
Email: lwineman@ovrh.org  
Website: www.familyserviceuov.org  
Lonnie Wineman, Director; June Leindecker,  
Nutrition Director

**Pendleton** Senior and Family Services, Inc.  
PO Box 9 (231 Mill Road)  
Franklin, WV 26807  
Telephone: 304-358-2421  
Fax: 304-358-2422  
Email: pendletonseniorcenter@frontier.com  
Carolyn Wells, Director

**Pleasants** County Senior Citizens Center  
(IIIB, no nutrition)  
209 2nd Street  
St. Marys, WV 26170  
Telephone: 304-684-9243  
Fax: 304-684-9382  
Email: pcscmt@frontiernet.net  
Marie Taylor, Director

**Pleasants** Senior Nutrition (nutrition only)  
Post Office Box 576 (219 2nd Street)  
St. Marys, WV 26170  
Telephone: 304-684-9319  
Fax: 304-684-9319  
Email: seniornutrition@creeds.net  
David Hoyt, Director

**Pocahontas** County Senior Programs  
PO Box 89 (State Route 219N, HC69, Box 7)  
Marlinton, WV 24954  
Telephone: 304-799-6337  
Fax: 304-799-4972  
Email: pocahontasseniors@hotmail.com  
Director Vacant

**Preston** County Senior Citizens, Inc.  
PO Box 10 (421½ E. Main Street)  
Kingwood, WV 26537  
Telephone: 304-329-0464; 800-661-7556  
Fax: 304-329-2584  
Email: prestonseniors@atlanticbb.net  
Sidney Murphy, Director

**Putnam** Aging Program, Inc. (also nutrition in  
**Clay**, **Fayette** and **Kanawha**)  
694 Winfield Road  
St. Albans, WV 25177-1554  
Telephone: 304-755-2385  
Fax: 304-755-2389  
Email: budbeaver@verizon.net  
Clinton "Bud" Beaver, Director

**Raleigh** County Commission on Aging  
1614 S. Kanawha Street  
Beckley, WV 25801-5917  
Telephone: 304-255-1397  
Fax: 304-252-9360; 304-255-2881  
Email: rcoa@raleighseniors.org  
Website: www.raleighseniors.org  
Jack Tanner, Director

The Committee on Aging for **Randolph** County,  
Inc.  
PO Box 727 (5th Street & Railroad Avenue)  
Elkins, WV 26241  
Telephone: 304-636-4747  
Fax: 304-637-4991  
Email: randolphcountyseniorcenter@yahoo.com  
Website: www.randolphcountyseniorcenter.com  
Rebecca Poe, Director

**Ritchie** County Integrated Family Services  
PO Box 195 (S. Court Street & Edgeview Lane)  
Harrisville, WV 26362  
Telephone: 304-643-4941  
Fax: 304-643-4936  
Email: rcseniors@zoominternet.net  
Lee Jones, Director

**Roane** County Committee on Aging, Inc.  
811 Madison Avenue  
Spencer, WV 25276  
Telephone: 304-927-1997  
Fax: 304-927-2273  
Email: cricks@rccoawv.org  
Website: www.rccoawv.org  
Chuck Ricks, Director

**Summers** County Council on Aging  
120 2nd Avenue  
Hinton, WV 25951  
Telephone: 304-466-4019  
Fax: 304-466-1890  
Email: sccoalg@suddenlinkmail.com  
Website: www.summersseniors.com  
Mr. Lin Goins, Director

**Taylor** County Senior Citizens, Inc.  
Route 2 Box 514 (US Rt. 119 & US Rt. 250)  
Grafton, WV 26354  
Telephone: 304-265-4555  
Fax: 304-265-6083  
Email: taylorcscfm@aol.com  
Frank Mayle, Director

**Tucker** County Senior Citizens, Inc.  
206 3rd Street  
Parsons, WV 26287  
Telephone: 304-478-2423  
Fax: 304-478-4828  
Email: tcsc@frontiernet.net; rdnestor@hotmail.com  
Roxanne Tuesing, Director

Council of Senior **Tyler** Countians, Inc.  
PO Box 68 (504 Cherry Street)  
Middlebourne, WV 26149  
Telephone: 304-758-4919  
Fax: 304-758-4680  
Email: amy@cstcwv.org  
Amy Lynch, Executive Director

**Upshur** County Senior Citizens Opportunity Center,  
Inc.  
28 North Kanawha Street  
Buckhannon, WV 26201  
Telephone: 304-472-0528  
Fax: 304-472-6424  
Email: aoldaker@upwvsc.org  
Website: www.upwvsc.org  
Angie Oldaker, Director

**Wayne** County Community Services Organization,  
Inc.  
3609 Hughes Street  
Huntington, WV 25704  
Telephone: 304-429-0070  
Fax: 304-429-0026  
Email: rmeredith@wccso.org  
Sr. Center – 440 Cleveland Street (PO Box 276),  
Wayne 25570; 304-272-6060, 304-272-6068  
Website: www.wccso.org  
Rose Meredith, Director

**Webster** County Commission of Senior Citizens  
148 Court Square  
Webster Springs, WV 26288  
Telephone: 304-847-5252  
Fax: 304-847-7182  
Email: webcosencitz@frontiernet.net  
Phillip Cooper, Director

**Wetzel** County Committee on Aging (IIIB)  
145 Paducah Drive  
New Martinsville, WV 26155  
Telephone: 304-455-3220  
Fax: 304-455-0280  
Email: wetzelcoa@suddenlinkmail.com  
Mary Ash, Director

**Wirt** County Committee on Aging, Inc.  
PO Box 370 (Washington Street)  
Elizabeth, WV 26143  
Telephone: 304-275-3158  
Fax: 304-275-4631  
Email: wccoas@suddenlinkmail.com  
Lorraine Roberts, Director

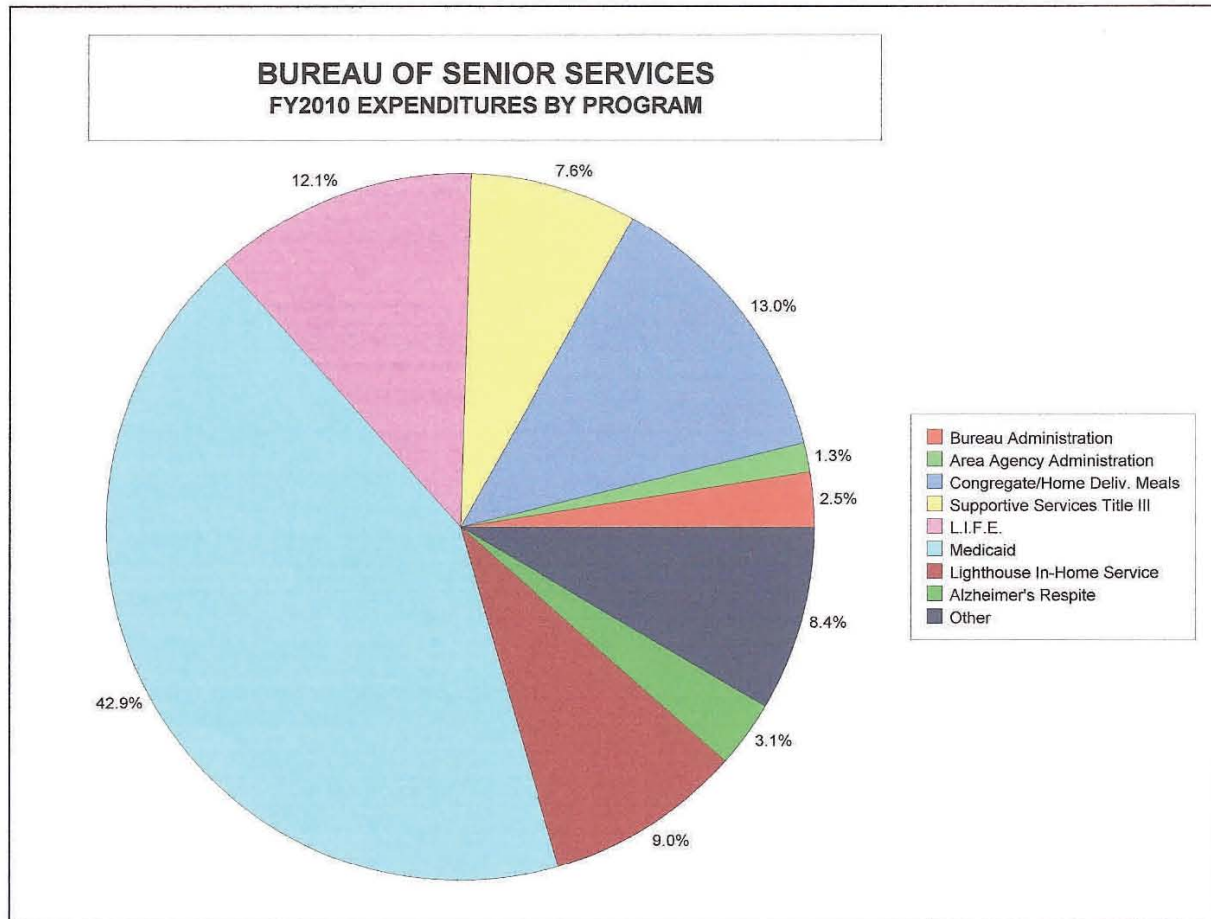
**Wood** County Senior Citizens Association, Inc.  
P. O. Box 1229 (914 Market Street)  
Parkersburg, WV 26102  
Telephone: 304-485-6748  
Fax: 304-485-8755  
Email: mdennis@suddenlinkmail.com  
Michael Dennis, Director

Council on Aging (**Wyoming** County)  
PO Box 130 (Old Itmann School Bldg., Rt. 10)  
Itmann, WV 24847  
Telephone: 304-294-8800; 800-499-4080  
Fax: 304-294-8803  
Email: gibsonj@wccoas.com  
Website: www.wccoas.com  
Jennifer Gibson, Director

# WV AGING & DISABILITY RESOURCE CENTERS







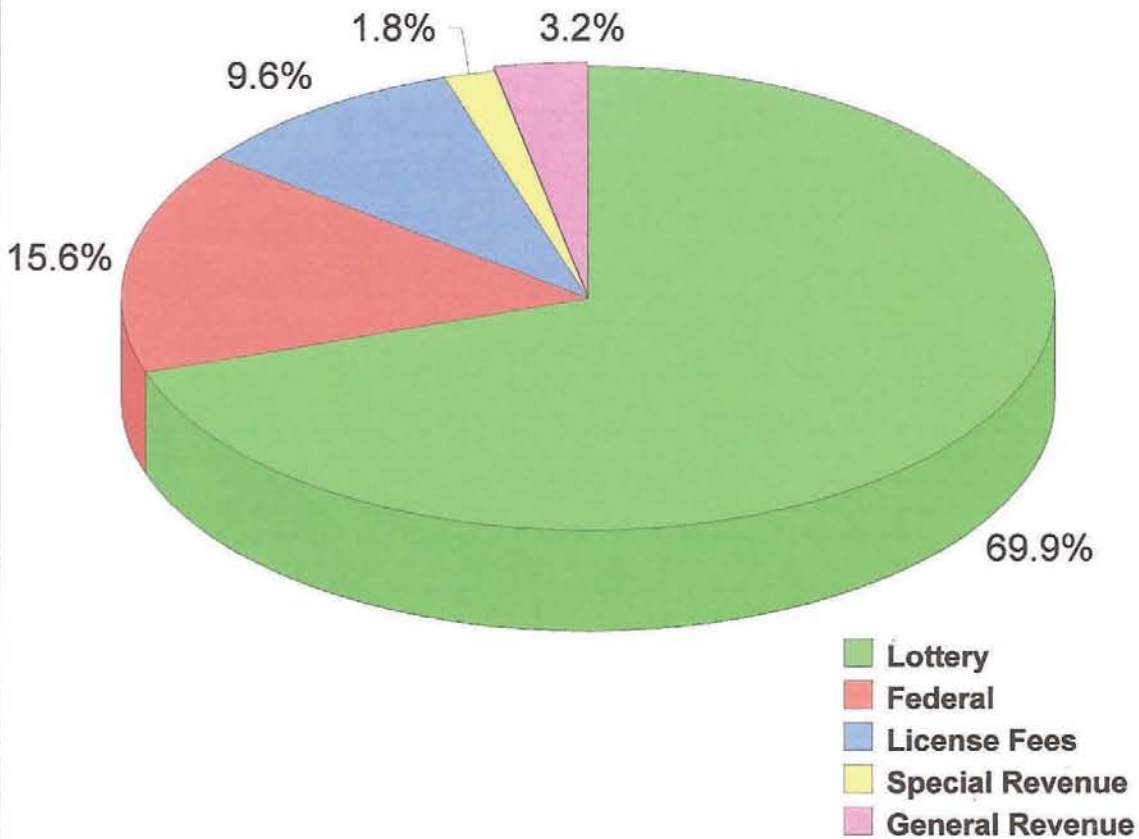
**BUREAU OF SENIOR SERVICES  
FY 2010 ACTUAL EXPENSES**

Bureau Administration	2.55%	\$2,079,328
Area Agency Administration	1.34%	\$1,093,847
Congregate/Home Deliv. Meals	13.02%	\$10,628,155
Supportive Services Title III	7.63%	\$6,228,666
L.I.F.E.	12.09%	\$9,867,112
Medicaid	42.88%	\$34,992,578
Lighthouse In-Home Service	8.99%	\$7,335,935
Alzheimer's Respite	3.08%	\$2,512,989
Other	8.42%	\$6,870,683
<b>TOTAL</b>	<b>100.00%</b>	<b>\$81,609,293</b>

OTHER

Employment Programs	\$1,416,543
Benefits Counseling (SHIP)	\$863,810
Sub-State Ombudsman Program	\$757,643
Aging & Disability Resource Centers	\$996,822
Community Partnership Funding	\$2,520,199
Miscellaneous Other	\$315,666
<b>TOTAL OTHER</b>	<b>\$6,870,683</b>

## BUREAU OF SENIOR SERVICES FY2010 EXPENDITURES



### BUREAU OF SENIOR SERVICES FY 2010 EXPENDITURES BY SOURCE

General Revenue	\$2,623,019
Lottery Funds	\$57,028,019
License Fees	\$7,805,655
Federal Funds	\$12,706,831
Special Revenue Funds	\$1,445,769
<b>TOTAL</b>	<b>\$81,609,293</b>